

Agenda Item Form

Agenda Date: 08/24/04

Districts Affected: Citywide

Dept. Head/Contact Information: Information Technology, Tony Montoya,(915) 541-4288

Type of Agenda Item:

- | | | |
|---|--|--|
| <input type="checkbox"/> Resolution | <input type="checkbox"/> Staffing Table Changes | <input type="checkbox"/> Board Appointments |
| <input type="checkbox"/> Tax Installment Agreements | <input type="checkbox"/> Tax Refunds | <input type="checkbox"/> Donations |
| <input type="checkbox"/> RFP/ BID/ Best Value Procurement | <input type="checkbox"/> Budget Transfer | <input type="checkbox"/> Item Placed by Citizen |
| <input type="checkbox"/> Application for Facility Use | <input type="checkbox"/> Bldg. Permits/Inspection | <input type="checkbox"/> Introduction of Ordinance |
| <input type="checkbox"/> Interlocal Agreements | <input checked="" type="checkbox"/> Contract/Lease Agreement | <input type="checkbox"/> Grant Application |
| <input type="checkbox"/> Other <u>Personal Services</u> | | |

Funding Source:

- ☒ General Fund
☐ Grant (duration of funds: _____ Months)
☐ Other Source: _____

Legal:

- ☐ Legal Review Required Attorney Assigned (please scroll down): Lupe Cuellar ☒ Approved ☐ Denied

Timeline Priority: ☐ High ☒ Medium ☐ Low # of days: _____

Why is this item necessary:

Individual's contracts is being renewed on a part-time basis for the position of User Support Specialist. Individual will be responsible for providing first-tier technical support for City employees on matters dealing with hardware and software problems. Contract must be approved by City Council before she can assume her duties.

Explain Costs, including ongoing maintenance and operating expenditures, or Cost Savings:

Compensation will be at an hourly rate of \$13.50 for no more than 20 hours per week. No other benefits included.

Statutory or Citizen Concerns:

None

Departmental Concerns:

Department needs to augment its first-tier support group in order to free up resources involved in more complex technical duties throughout the City.

RESOLUTION

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the Mayor be authorized to sign a Contract between the **CITY OF EL PASO** and **PRISCILLA ARMENDARIZ**, to assist the Information Technology Department as a User Support Specialist at an hourly rate of \$13.50 for 20 hours per week. The term of the contract shall be for the period of August 24, 2004 through August 23, 2005.

APPROVED this 24th day of August, 2004.

THE CITY OF EL PASO

Joe Wardy
Mayor

ATTEST:

Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:

Guadalupe Cuellar
Deputy City Attorney

STATE OF TEXAS)
)
COUNTY OF EL PASO)

PERSONAL SERVICES CONTRACT

This contract entered into by and between the **CITY OF EL PASO**, a home rule municipal corporation hereinafter referred to as "City," and **PRISCILLA ARMENDARIZ**, hereinafter referred to as "Employee," witnesseth:

WHEREAS, the City, on behalf of the Information Technology Department, desires to employ the Employee as a User Support Specialist; and

WHEREAS, Employee possesses the skills to render said employment to the City.

NOW, THEREFORE, the parties hereto mutually agree as follows:

1. SCOPE OF SERVICES. Employee shall perform the services found in Attachment A, attached and made a part hereof, under the terms and conditions hereinafter stated, and the Employee hereby accepts and agrees to perform such services for the Information Technology Department, in El Paso, Texas.

2. TIME OF PERFORMANCE. The services of Employee are to commence on or about August 24, 2004 and be completed by August 23, 2005.

3. COMPENSATION AND METHOD OF PAYMENT. Employee shall be paid at an hourly rate of Thirteen and 50/100 Dollars (\$13.50). The employee shall work a minimum of twenty (20) hours per week. Employee is classified as an non-exempt employee under FLSA and is eligible for overtime pay. In the event that Employee works in excess of forty (40) hours per week, Employee shall be paid overtime in accordance with the Fair Labor Standards Act.

The City will provide no fringe benefits. Employee agrees that at no time will she make a claim against the City for more than the rate provided under the terms of this contract.

4. LOCATION OF PERFORMANCE. The place where such services are to be performed is in the Information Technology Department, City and County of El Paso, State of Texas, or such other places as may be directed by the City in order to fulfill the terms of this Contract.

5. LAW GOVERNING CONTRACT. For purposes of determining the place of the Contract and the law governing the same, it is agreed that the Contract is entered into in the City and County of El Paso, State of Texas, and shall be governed by the laws of the State of Texas. Venue shall be in the courts of El Paso County, Texas.

6. COMPLETE AGREEMENT. This agreement constitutes and expresses the entire agreement between the parties hereto in reference to the personal services of the Employee for the City, and in reference to any of the matters or things herein provided for, or hereinbefore discussed or mentioned in reference to such services, all promises, representations and understanding relative thereto herein being merged.

7. TERMINATION. Either party may terminate this contract without cause after ten (10) days written notice to the other party of the intention to terminate this contract, or at any time by mutual agreement of the parties. Should the City have cause to terminate this agreement, the contract may be terminated immediately upon notification to the Employee of the cause for termination. The right to terminate the contract under the provisions specified in this paragraph may be exercised by the Chief Administrative Officer on behalf of the City.

8. MISCELLANEOUS. The City shall provide such office space for Employee as is necessary, in the sole determination of the City, for Employee to carry out her duties under this Contract.

9. NOTICE. Any notices required under this contract shall be sufficient if sent by Certified Mail, Return Receipt Requested, postage prepaid, to the City or the Employee at the following addresses:

CITY: City of El Paso
Information Technology Department
Attn: Director
#2 Civic Center Plaza
El Paso, Texas 79901

EMPLOYEE: Priscilla Armendariz

IN WITNESS WHEREOF the parties have executed this agreement at El Paso, Texas this 24th day of August, 2004.

CITY OF EL PASO

Joe Wardy
Mayor

ATTEST:

Richarda Duffy Momsen
City Clerk

EMPLOYEE:

Priscilla Armendariz
SSN:

APPROVED AS TO FORM:

APPROVED AS TO CONTENT:

Guadalupe Cuellar
Deputy City Attorney

Tony Huerta-Montoya, Director
Information Technology Department

ATTACHMENT A
SCOPE OF DUTIES STATEMENT

USER SUPPORT SPECIALIST

(EL PASO CONTRACT POSITION)

Summary

Under general supervision, perform first-tier user support and associated information technology activities.

Typical Duties

Provide basic applications support. Involves: Communicate with users via telephone, e-mail or in person to determine procedures followed and source of problem. Answer routine questions and recommend remedial action on use of assigned personal computer (PC) operating system and generic business productivity applications software. Refer more complex problems to other staff or contact software vendors' technical support directly to resolve specific user problems and needs. Maintain problem and request tracking system by documenting help desk calls. Follow up on open requests by discussing with technical support staff. Report status and completion information to supervisor.

Assist with various other information services activities. Involves: Schedule employees for training classes and verify attendance. Set up user accounts and shared resource accounts in accordance with established guidelines. Install and maintain PC software, including on-line CD-ROM libraries, and equipment such as printers and keyboards. Maintain computer equipment and supplies inventories. Enter and retrieve information from computer to process and track purchase requisitions. Record software licenses, warranty periods, maintenance activity and other specified administrative details.

Perform other duties as required. Involves: Substitute for coworkers or supervisor, if assigned to maintain continuity of normal services during temporary absences.

Minimum Qualifications

Training and Experience: Equivalent to combination of graduation from high school or G.E.D. plus two (2) years clerical experience entering and retrieving information using various word processing, spreadsheet and data base PC software applications which included six (6) months of providing telephone, e-mail or in person customer service.

[REDACTED]
[REDACTED]
[REDACTED]

Priscilla Armendariz

Objective To obtain Help Desk position with a challenging and progressive organization.
Experience July 2002 - Present City Of El Paso #2 civic center plaza
User support specialist
Assist users on a daily basis with software applications and network connectivity issues. Working with all Microsoft Office applications, and specialized on-site software. Occasional installation of hardware. Training individuals how to utilize applications and hardware.

March 2001 - April 2002 Lowe's warehouse
Transmountain Rd.

Customer Service Representative

Responsible for customer relations and assistance in all matters pertaining to products and services offered by Lowe's Warehouse. Responsible for ensuring customer satisfaction, verifying that price changes are implemented throughout the store, and communicating with users via telephone or in person in order to offer Lowe's various services and products.

August 2000-Dec 2000 Pat Goffs TV Appliances and Warehouse
3215 Gateway West El Paso, TX 79903

Accounting Clerk

Accounting Clerk responsible for processing the transfer and receiving of merchandise; processing invoices from manufacturers and local merchants; tracking customers' orders to ensure their timely arrival and delivery; helping customers telephonically with questions regarding payments, store procedures, and delivery of product information. Trained as a sales person and helped in sales during peak purchasing times.

May 1999-August 2000 Army and Air force Exchange Services,
Ft. Bliss, TX.

Accounting Assistant

At an installation exchange, reviews, processes and reconciles Financial documents for retail, food, services and/or vending Facilities to include all supporting documents for cash, sales, and merchandise reports. Tasks were accomplished utilizing an automated financial system using Windows 98. Responsible for pickup of all official mail for the department, ordering supplies and overall administration of the office.

April 1994- June 1995 Army and Air force Exchange Services,
Wiesbaden, Germany

Customer Service Rep.

Responsible for providing specific help to users of the Army and Air Force

Exchange Services (AAFES) automated help desk. Responsible for providing information and help to users worldwide on a variety of tasks and requests for information. Analyzing and resolving problems related to access of the AAFES automated ordering system. Promoted to Saleswoman Representative assigned to specific merchandise counters. Responsible for providing information and demonstrating various products to customers. Operated cash registers and other sales related equipment, performed daily balance of financial sheets and ensured that loss-prevention procedures were strictly enforced by all other personnel within the department. Other related retail duties as required.

Educational

H.H Arnold High School Wiesbaden, Germany
High school diploma graduated in 1994.

Equipment/Software Familiar with

Windows 95, 98, and 2000 Operating systems to include experience in Word, Excel, and other Microsoft products. Knowledgeable in the operation and maintenance of Personal Computers (PCs) and other related IT equipment and software dealing with financial and User Support functions.